New England Deaconess Hospital
Boston, Massachusetts

pulse

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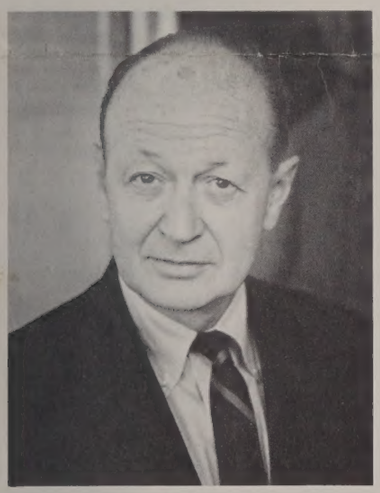
Dean Ebert addresses Long-Range Planning Group

Dr. Robert H. Ebert, Dean of Harvard Medical School, addressed the members of the Long-Range Planning Committee in February to give his views of the future of medical education in light of the government's attitudes toward medicine.

Specifically, he stated that New England Deaconess Hospital is and has been a substantial resource for the teaching of Harvard students and in post graduate programs, and that the closeness of the Deaconess to Harvard Medical School has to be a decision made by the board and the staff of the hospital. The medical school will be comfortable with any relationship the hospital wishes to make. He acknowledged that the Deaconess makes an exceptional contribution in affording a great volume of exotic and unusual surgery. As long as we maintain our communications with other teaching hospitals, he saw no reason for the Deaconess to change its teaching arrangement.



Dr. Robert H. Ebert

He pointed out the unique structure of Harvard's multi-departmental relationship, four departments of medicine and three of surgery each linked to the hospital rather than the medical schools. Dr. Ebert predicted that over the next 20 years regulations will encourage greater regional planning and not every hospital will be permitted to do everything.

Dr. Ebert began his talk with a history of medical education in the United States which developed to a crescendo in the early 1960s. However, a lack of family physicians and the maldistribution of all doctors became apparent. About this same time a powerful budgetary office was created in Washington called the Bureau of Management and Budget. The Bureau felt that they could not indefinitely increase the size of the research establishment and one way to put on the brakes was to limit the number of people training in research.

The trend since 1969 has turned toward social needs. Dr. Ebert stated that a larger proportion of medical school funding is controlled by the government indicating that the schools will be closely regulated by legislation. It is also evident that there may be a greater effort to regionalize medical education and, in this regard, Boston is very vulnerable. Dr. Ebert referred to the change in relationship between teaching hospitals and universities. He said that hospitals are really in the business of serving the patient primarily, not secondarily; and, universities are not really interested in owning hospitals. He predicted that the separation of the management of hospitals and universities will be the trend and in the end it will be better.

Friends sponsor Night at Pops

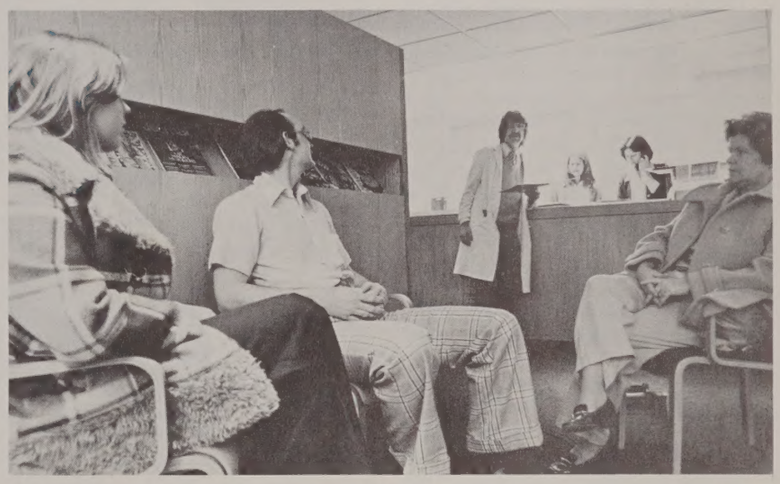
All are welcome to enjoy an evening of good music and good company at the Deaconess Night at the Pops at Symphony Hall on May 5 at 8:30 p.m. Sponsored by the Friends of the New England Deaconess Hospital, all proceeds are for the benefit of the School of Nursing scholarship fund.

Tickets cost $8, $9.50, and $11, and will be sold on April 8 and 9 in the Farr lobby. They may also be purchased during the first two weeks in April by writing to Mrs. David Palmer, 20 Old Weston Road, Wayland, MA 01778. Checks should be made payable to the Friends of the Deaconess.

Radiation therapy begins move into Meissner Laboratory

The radiation therapy department began its move into the William A. Meissner Laboratory on February 27 when the secretarial facilities, examining rooms, and offices of Drs. Anthony J. Piro, James R. Cassady, and Ralph R. Weichselbaum wre moved into the new building's basement. Yet to move are the treatment facilities, which are still in the Farr basement. Outpatients are being seen in examination and consultation in the Meissner building, but are receiving their treatment in the Farr building.

Radiation therapy machinery is being installed in stages in the new building, starting with the Phillips Orthovoltage Machine and ending with the relocation of the Clinac-4 Unit from the Farr basement into the Meissner basement.



The reception area (pictured), secretarial facilities, examining rooms, and doctors' offices of the radiation therapy department have moved into the William A. Meissner Laboratory. The treatment facilities will be relocated during the next few months.

"Before the relocation of the Clinac-4 Unit, a new linear accelerator called a Mevatron XII will be delivered," said Richard Roberts, administrator for the Joint Center for Radiation Therapy (JCRT). "This new, larger machine will include a new development in therapy called dynamic treatment – computerized control of its major modes of operation. A Digital Equipment PDP II computer will be connected to the accelerator." This program is being developed jointly by scientisits from the Massachusetts Institute of Technology and staff from JCRT.

The Phillips Orthovoltage Machine, Clinac-4 Unit, and Mevatron XII are used for cancer treatment.

Radiation therapy is a medical specialty concerned mainly with the treatment of malignant neoplastic disease using various types of ionizing radiation. The forms of ionizing radiation commonly used are x-rays, gamma rays, and electrons. These differ in their modes of production and physical characteristics but all share the common property of being able to kill cells, both normal and abnormal. Radiation therapy provides methods and techniques for destroying abnormal cells while preserving the surrounding normal tissues.

WAVE for Driver Courtesy

If you drive, ride, walk or cycle in Boston and sometimes find it less than ideal, hear this: Things may get better.

WAVE for Driver Courtesy, a new, non-profit organization, has been set up by a group of Boston University School of Public Communication students to try to improve the driving habits of Bostonians. The campaign's theme, "Drive Politely, Make Waves" is based on the psychological "instant reward" principle – let the other driver go first, he'll wave appreciatively, and both drivers feel gratified.

With the support of the Deaconess and 45 other co-sponsors, WAVE for Driver Courtesy hopes to make Boston drivers noticeably more courteous in time for the expected influx of Bicentennial visitors this summer. WAVE wants visitors to leave our city with a lasting impression of Boston's cultural, medical and academic centers, not with a memory of its rude drivers.

If we all participate in this program, it *can* work. It's up to each individual driver to make an effort. In subsequent issues of PULSE, we will be printing driver courtesy hints. If you heed these hints, and pass them along to a friend, maybe we can make a "dent" in the driving situation in Boston.

Secretaries do more than "take a letter"

Barbara Pope

Helen Gibson

Connie Nielsen

Sue Coughlin

Patty Bemis

True or false. A secretary should have good typing skills, take shorthand, organize her work effectively, handle record keeping, filing, and telephone coverage.

True . . . sometimes. A secretary at New England Deaconess Hospital may have all of these skills, or only one. Some secretaries can take shorthand faster than you can dictate a letter. Others don't need it.

The title of secretary covers a broad range of duties. Being able to type quickly and accurately or having the ability to bring order to a frenetic office provide only the foundations for a secretarial position at the Deaconess.

Patty Bemis has been the surgical booking secretary for three years. She graduated from Fisher Junior College in 1973, where she was enrolled in a medical secretarial program. Despite her training, shorthand is rarely used. Organization and diplomacy are key factors in her work. Every day Patty must coordinate and print the operative schedule. Working closely with the surgeons, the operating room supervisor, chief surgical residents, and anesthesiologists, she schedules surgery in each of the ten operating rooms.

"It sounds simple," said Patty, "but it takes a lot of patience to satisfy the needs of everyone involved."

"It is a top priority job," said Margaret A. Burns, director of surgical services and Patty's boss, "because the staff and patients depend on her every day. Patty is most efficient in her job in that she deals with people and problems in a diplomatic nature."

Diplomacy is a quality that also plays a large part in the positions that Connie Nielsen and Helen Gibson hold. Connie is secretary to Robert F. Giroux, director of employee relations, and Helen is secretary to the three chaplains, Martin E. Cernek, Frederick W. Schuster, and Charles W. Kessler. In the course of their work, both women handle confidential information graciously.

"I have to handle my responsibilities with discretion," said Connie. "When I plan a retirement party, I'm also involved with setting up pensions, working with the bank, and outlining benefits to the retiree."

Connie types confidential memos and immigration letters, maintains personnel records, and is involved in writing position descriptions.

You'll always see Connie at a retirement party, service award function, and Christmas party. She coordinates these events and the Thanksgiving and Christmas dinners. Invitations, menus, entertainment, and determining employee eligibility go into the planning. She must attend to hotel arrangements or search for a Santa. There's variety in Connie's job.

Connie still types, takes dictation, files, answers the telephones, opens mail, and sets up meetings, but she has much more responsibility. "I have to know how to deal with people, to use good judgment. That comes with experience."

Her experience comes from working as a secretary for a variety of firms with different organizations and corporate structures after receiving her associate's degree in business from Bryant College, Providence. Connie joined the Deaconess in November.

Helen Gibson, a graduate of Walker's Business College in Jacksonville, Florida, was associated with an oil company and real estate agency in Boston for over 10 years before becoming secretary to the chaplains.

Helen is often the first person a visitor to the chaplains' office will see. Other than greeting these visitors, Helen may be called upon to provide support for them while they wait for one of the chaplains.

She speaks with visitors and the staff regarding their desire to see a chaplain or will contact outside clergy when necessary. Helen aids patients and their families, performs diversified duties with the students of the clinical pastoral education program, prepares patient lists and passes on referrals for the chaplains. She does this in addition to her regular clerical duties.

"I have enjoyed and continue to enjoy working in the department of pastoral care. Since coming into the department I have been able to grow emotionally and spiritually. With the support of the chaplains, I have developed a sense of a deep loving and caring concern for individuals who are under emotional stress," said Helen, who has been at the Deaconess for four years.

Sue Coughlin, secretary of the ambulatory rehabilitation center, presents a similar point of view. "If you're going to be a secretary, a hospital is the place to be. Everything is so vital. The work that's done directly affects people's lives."

A graduate of Harriman College in New York, Sue worked for six years as a secretary in Rochester before coming to the Deaconess in the fall. She is a secretary whose work involves patient contact. She weighs patients and escorts them to the examining rooms, and keeps their medical records up to date.

Her typing load is heavy and consists of correspondence and progress notes. In her position, secretarial skills sometimes play a secondary role to compassion. Potential patients often call the ambulatory rehabilitation center to ask for information and may end up discussing their problems.

"Tact and discretion are important. I have to be sympathetic to patients," said Sue.

Like Helen Gibson, Sue's role with patients and visitors is supportive until the staff takes over counseling. Their ability to deal with people and problems, as well as their secretarial skills, makes them assets to the departmental staff with whom they work.

Barbara Pope is another person who sought to combine her interest in science with a career as secretary. For five years she has been the secretary to Dr. Merle A. Legg, chairman of the department of pathology.

When Barbara was a student at Lasell Junior College, where she received her associate's degree in the medical secretarial course, her favorite subjects were psychology and anatomy. "In high school I thought of going into medicine, but I didn't have the desire to go all those years for specialized training. I wanted to go out into the world right away. So I decided to become a secretary and then I could still be associated with medicine."

She has a good working relationship with Dr. Legg, who keeps her aware of his activities. She is his "right hand" in organizing his schedule, which has increased since his appointment as chairman. Barbara makes his appointments, sets up various meetings and conferences, does his typing, and handles the telephone, mail, and filing. She takes medical shorthand and has to be

(Continued on page 3)

Marsha Morello

Elyssa Pickman

Secretaries . . .

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sure her work is accurate. There is no room for a typing or transcription error in the field of pathology.

Elyssa Pickman and Marsha Morello also provide secretarial support to their bosses.

As secretary to Birdie Hanson, R.N., coordinator of nursing practice, Elyssa Pickman assists her in nonclinical areas. As administrative secretary to Ellen Adams, associate director, and Peter Campisano, assistant director, Marsha Morello becomes involved in the administration of the hospital.

Elyssa helps to facilitate communication between the patient floors and her office. She maintains 68 nursing policy and 64 nursing procedure manuals. The unit libraries and unit literature racks on each patient floor and the library on Baker 2 are also maintained by her. She not only attends meetings of the nursing practice committee and the nursing and laboratory coordination committee, but also coordinates the meetings, takes the minutes, types and distributes these minutes. Although Elyssa has a limited amount of shorthand, the medical terminology she learned here has helped her understand the meetings.

A graduate of C. W. Post College in New York, Elyssa came to the Deaconess last year, after a few years as a secretary in a brokerage firm.

Marsha Morello, a graduate of Dean Junior College, was a secretary in the psychopharmacology laboratory of Boston University Medical Center for five years before becoming the secretary to Miss Adams and Mr. Campisano, a position she has held for three years.

In contrast to Sue Coughlin, whose job involves a great deal of patient contact, Marsha's job is solely with administration. She attends many committee meetings, taking minutes which she will write, type, and distribute later.

Marsha attends such Medical Administrative Board appointed meetings as the Psychiatric Care Committee and the Drugs and Medication Committee which meet monthly. She also attends the meetings of the Ambulatory Services Committee, Decorations Committee, and Coordinated Home Care Committee. Marsha assists Peter Campisano in legal matters of the hospital.

Marsha Morello's job description doesn't resemble that of Sue Coughlin. If Helen Gibson and Patty Bemis were to switch jobs for a day, neither would find any similarities between the two positions. But all of these women are called secretaries.

Barbara Pope may not do the same things as Connie Nielsen, but they and the other secretaries are providing administrative support in the organization of their departments.

They can be the core of the office, coordinating the activities of the person for whom they work. Responsible for the day to day office maintenance, they see that everything is running as smoothly and as on schedule as possible.

"A secretary's common sense, ability to solve problems, sensitivity, and human relations skills are requisites for success in an administrative setting," said Miss Adams. "The success of any key person is dependent upon the collaboration and loyalty of a good secretary."

Not all the secretaries who work in the Deaconess could be featured in the amount of space available in the PULSE, but we salute all of them. Each one will tell you that she does much more in her job than taking a letter. April 21 is National Secretaries Day. It's a chance to commend all the women who contribute so much in making the Deaconess function effectively.

Employees in action . . .

Brian W. Bernier, CRI animal farm, shared the honor of his wife Constance being named Massachusetts Young Mother of the Year by the American Mothers Committee Massachusetts Division on March 30.

Ray Dix, hospital chauffeur for more than 20 years, returned to work on March 8 after an absence of 14 weeks. He spent 23 days as a patient on Farr 11 but has recuperated well from his lung surgery and considers himself a "lucky man."

Carol Garant, R.N., clinical nurse specialist in psychiatry, participated in a continuing education program in psychosomatic medicine at the 33rd annual meeting of the American Psychosomatic Society on March 26-28 in Pittsburgh, Pennsylvania.

John Guglietta, R.N., appeared on Channel 4's television program "Women '76" on January 20 to discuss his role as a male nurse in a female-dominated profession.

Judith Miller, R.N., nursing care coordinator, was a panel member at a workshop on instructor accountability sponsored by the National League of Nursing Council of Diploma Programs on February 9-10 in Boston.

Carol Stuyvesant, R.D., dietitian, discussed food labeling and menu planning for the diabetic diet with the use of the exchange system at the second meeting of the Metro Boston Chapter, American Diabetes Association on March 1 in Brookline.

Diane Wiffin, public relations assistant, was the moderator of the panel "Getting Your Ideas on the Air," one segment of a course in public relations sponsored by the Publicity Club of Boston on March 3.

Alpha Credit Union assets surpass $1,000,000

The assets of the Alpha Credit Union surpassed one million dollars for the first time in its history with the close of business for the month of February, 1976. Total assets were $1,012,-206. This is somewhat of a milestone in the history of the credit union. It represents a growth of more than 250 percent over the last five years as assets at the close of business in February, 1971, were $392,531. This increased asset base should assure the credit union the flow of income necessary to meet rising costs of operations. It will further increase its surplus reserves which in turn should strengthen the financial position of the credit union. It's a good place to bank.

Mrs. Peterson and Miss Almon retire from building services

Building services lost two dedicated employees this winter with the retirements of Dorothy Almon on January 6 and Dorothy Peterson on March 11. Miss Almon had been at the Deaconess for almost 10 years, while Mrs. Peterson gave 15 years of service to the hospital. They were honored at retirement parties attended by their friends and fellow employees in Harris Hall.

Miss Almon, who spent most of her 10 years with the building services department working in the Palmer building, has been very active since her retirement. "I've wallpapered the bathroom and the living room, fixed up the house, and have had two cats keep me busy." She is buying a sewing machine to add another dimension to her new career as a retiree.

A trip to Nova Scotia to visit her brother and sister-in-law looms near. She is currently living with her twin sister Doris, who is a cook in a nursing home, in Jamaica Plain.

Mrs. Peterson began her 15 years in building services in Harris Hall. She liked the students so much, she stayed in Harris Hall for the length of her employment. Many students came to say goodby to her at her retirement party.

With free time ahead, Mrs. Peterson plans to join her twin sister, Peggy Hubley, in her activities in the Eastern Star, a masonic women's group. A crossword puzzle fan, Mrs. Peterson is also putting baking and sewing on her schedule. "And I'll be able to visit people I haven't been able to see in a long time. When you get up at five o'clock in the morning to be at work, you don't always have time or energy to see the people you'd really like to see."

Pictured (l.-r.) are Joseph Doherty, manager of building services, Dorothy Peterson and Dorothy Almon, building services.

Employees honored at service award coffee hour

Ten-year service award recipients are: (sitting l. - r.) Phyllis S. Irwin, chemistry; Richard T. Wilson, building services; Dr. David Skinner, bacteriology; Francis N. Puopolo, surgical services; (standing l. - r.) (Director Richard E. Lee), Everett N. Nickerson, maintenance and engineering; Peter Campisano, administration; and (President Laurens MacLure). Those who could not attend the coffee hour are: Mary A. Boyer, nursing service; Cornelius H. Keating, maintenance and engineering; Judith Kimber, chemistry; Pearline T. McCloud, building services; and James W. Webster, dietetics.

Harris Hall provided the setting for a service awards coffee hour held on February 25. The coffee hour has replaced the service award luncheon because the number of employees receiving awards has outgrown the number of neighboring facilities capable of handling such a large crowd. The format and the location may have changed, but President Laurens MacLure and Director Richard E. Lee were still there to present pins and congratulations to service award recipients.

Rita M. Brennan, dietetics, received a pin for 25 years of service to the hospital. She is pictured with President Laurens MacLure (l.) and Director Richard E. Lee. Janet Murch, training coordination, who has also been at the Deaconess for 25 years, could not attend the coffee hour.

Twenty-year service award recipient Rose L. Martin, medical records, is flanked by President Laurens MacLure (l.) and Director Richard E. Lee.

Fifteen-year service award recipients are Brian W. Bernier, Cancer Research Institute animal farm; and Helen H. Valleli, histology. Michael Bracken, grounds, could not attend.

Five-year service award recipients are: (sitting l. - r.) Eartha L. Harrington, nursing service; Mariam F. LeFrancois, service coordination; Elizabeth A. Powers, administration; Marjorie H. Rasta, nursing service; Janice Hogan, intravenous therapy; (standing l. - r.) (President Laurens MacLure), Holson Y. Branch, maintenance and engineering; Richard A. Perrin, purchasing; Dennis G. Monty, maintenance and engineering; (and Director Richard E. Lee). Those who could not attend the coffee hour are: Lloyd J. Amerault, maintenance and engineering; Virginia S. Colella, building services; Francine E. Cook, School of Nursing; Judy D. Dalton, service coordination; Nancy V. Dolan, clinical nurse specialist; Marianne Faling, ICU; Jennie V. Grier, building services; Maria B. Hanlon, Anne K. Lane, nursing service; Robert C. MacCaulay, administrative services; Alfredo Marangiello, maintenance and engineering; Antonetta Parillo, nursing service; Beverly A. Perry, pharmacy; Jose J. Ramos, dietetics; Natalie E. Robar, bacteriology; and William Rolke IV, pharmacy.

Five-year service award recipients are: (l. - r.) Joseph R. Saulnier, security; Mary J. Mugnier, surgical services; Frank T. Walsh, service coordination; and Carol A. Barrett, School of Nursing.

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185 Pilgrim Road
Boston, Massachusetts 02215

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The New England Deaconess Hospital is a 471-bed and 16-building complex. Physicians from the Joslin Clinic, the Lahey Clinic, Overholt Thoracic Clinic and the independent medical and surgical staffs serve the needs of their patients at the hospital. The Deaconess is internationally known for diagnosis, treatment and research in brain and chest surgery, cancer, diabetes and general medicine, and is affiliated with Harvard Medical School.

PULSE is published monthly by the public relations department of the New England Deaconess Hospital.

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SECRETARIES HIGHLIGHTED:
See pages 2-3.

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